

IBM Store Integrator Version 3 Release 2

A key component of a smarter, more integrated retail environment



Highlights

- Improves customer service with a seamless shopping experience
 - Gives employees consistent access to information
 - Easily integrates with existing POS applications
 - Takes out costs
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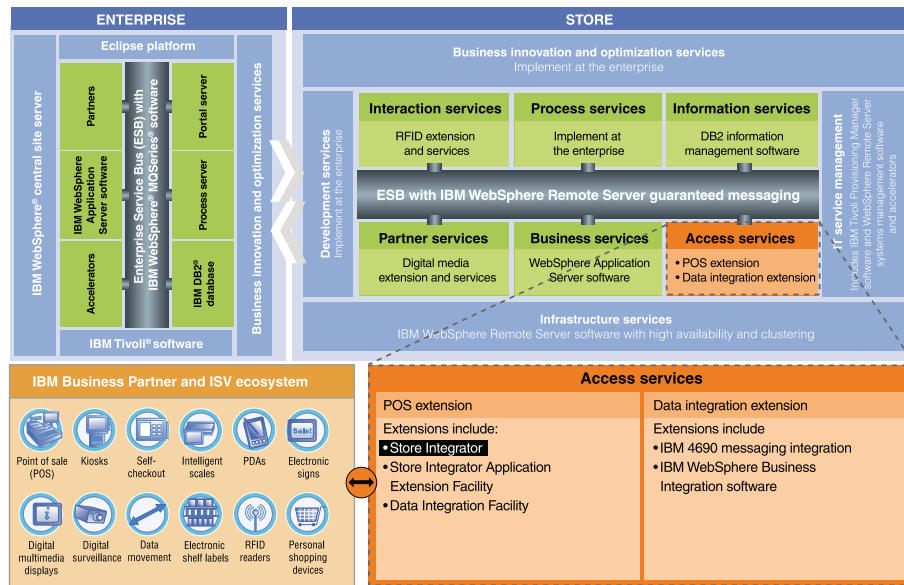
Enhance customer satisfaction

To stay competitive, today's retailers are adding self-service, real-time inventory viewing, fuel, dynamic pricing and many other store applications. The challenge is to create a seamless experience for your consumers, so as they move from the point of sale (POS) to a kiosk, to a fuel pump, to the web, they see the same prices, receive the same discounts and accrue the same loyalty points. Making information available across your store and checkout venues enables employees to better serve customers and it helps you make smarter business decisions. When you have a full view of your customers and the products they buy, you can offer truly personalized service that motivates shoppers to spend more in your store.

- Offer fuel customers the same service options, promotions, loyalty programs and payment choices at the pump as they would have in the store.
- Give customers who visit a self-service kiosk—for example, photo processing—a choice of the same products, payment options and customization options previously available only at the POS.
- Deliver a consistent view of your store to customers at every touchpoint.

IBM Store Integrator, Version 3 Release 2 allows you to deliver unique and highly differentiating customer service from virtually any touch point while helping you protect your current investment in POS technology. With this capability you can:





IBM Store Integrator is part of the IBM Retail Industry Framework—an integrated, open-standards-based infrastructure that facilitates sharing information across store systems

Extend and expand the POS storewide

IBM Store Integrator enables retailers to distribute existing business logic and information from POS applications, self-checkout systems, kiosks, handheld sales tools and other store devices—such as pricing, item information, transaction data and promotional details—and share it with applications storewide. This allows you to add many new solutions without recreating POS software or duplicating databases. Solutions might include fuel stations; DVD rental and deli orders; home shopping; line busting; in-store inventory management; returns management; radio frequency identification (RFID)-enabled checkout and personal shopping assistants. In each case, IBM Store Integrator helps make it easier for

customers and employees to get the information they need through intuitive GUIs exactly when they need it. The IBM Store Integrator provides GUIs that retailers can customize to support the business needs.

To facilitate integration, IBM Store Integrator includes both Java™ and XML interfaces. The Application Extension Facility (AEF) is an open, Java technology-based application programming interface (API) that allows your current POS application to run in a virtual register session within other applications or web interfaces. It also enables you to integrate many new capabilities at the POS itself, such as an RFID reader. IBM Store Integrator can be used with existing IBM SurePOS Application Client/Server Environment

(ACE) applications and IBM Supermarket Application to distribute POS functionality to an even wider range of non-Java clients. It supports virtual sessions on 4690 V6R2 enhanced controllers, enabling hardware choice, increased virtual sessions, and dual resolution support across multiple displays.

Improve employee productivity

When store managers and sales associates can access business-critical information anywhere in the store, it helps them sell more merchandise and enhance customer service. IBM Store Integrator enables managers to perform transaction authorizations, overrides and other important tasks via handheld devices—so they can stay on the store floor to assist customers and guide sales interactions. Using a tablet device, for example, sales associates can easily access customer data, pricing and product information, as well as handle remote checkout and ordering. This means they can answer customer questions almost instantly—instead of walking away. IBM Store Integrator can also help you build intuitive GUIs for your IBM 4690 OS POS applications—without having to alter their current capabilities or functions. This improves usability and allows you to train staff members on a single system and then deploy them anywhere in the store.

Streamline operations with POS extension

An integrated, standard platform helps retailers build new functionality and streamline store operations two ways. The application development interface provides a standard way to “virtualize” any store technology platform—including third-party applications—to a wide variety of devices and points of service. This flexibility also helps you build new subsystems for enhanced capabilities, such as layaway and returns management.

Because IBM Store Integrator distributes the POS interface without the need for new business logic, you avoid purchasing applications that perform functions already in

place at the POS. Plus, reusing logic helps reduce the need for specialized technical expertise, support and maintenance costs for redundant systems.

Strong systems management

The IBM Store Integrator’s systems management capabilities are built on a foundation of industry standards-based Java Management Extension (JMX) technology that supports the following capabilities:

- Monitoring and alerting features that provide the status of real and virtual POS sessions¹
- 4690 ASM inventory of installed software levels and versions
- Remote and dynamic management of store systems from a central location (when used with IBM Remote Management Agent)
- Improved troubleshooting and diagnosis with IBM Remote Management Agent data capture
- Remote software installs on 4690 OS

Rely on IBM retail expertise

When you work with IBM to implement Store Integrator, you tap in to comprehensive retail industry knowledge and leadership in strategies for innovative retail solutions. The National Retail Services Center (NRSC) is a services group within IBM Retail Store Solutions that specializes in helping retailers minimize the time and risk typically associated with developing, customizing and integrating store-level solutions and Store Integrator. Typically, retailers engage the NRSC for help with software customization and projects that involve integrating existing and new software and hardware. Whether your in-house IT experts are unavailable or you need an IT partner with experience in a specific technology, the NRSC can work with your team to deliver the services that meet your needs. Authorized IBM Business Partners can also provide services and support to implement Store Integrator. After 30 years and nearly two million POS terminal installations worldwide, IBM has a proven track record of providing reliable software designed for today’s demanding retail world.

IBM Store Integrator: At a glance

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Hardware requirements

Hardware required for a solution depend upon the capacity required by the client solution, additional capacity needed for any other processes running on the controller and the decision to use virtual session failover.

Fully-enabled failover must have an equivalent capacity reserved on a backup controller.

There are multiple solution scenario types for IBM Store Integrator—the primary solution types being self checkout, fuel and portable shopper. These solution types have varying transaction rates and thus, varying capacity requirements. Typical transaction rates for the categories are:

- Self checkout – 15 items per transaction and 14 transactions per hour per lane.
 - Fuel – One item per transaction and 12 transactions per hour per session.
 - Portable Shopper – 30 items per transaction and four transactions per hour per session.
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Recommended failover-enabled solution for a typical environment (with no additional load from other processes), consists of two controllers, each with a 2.0 GHz² processor and 768 MB³ of memory. Operating as one alternate and one subordinate, these controllers support one of the following loads:

- Self checkout – 14 lanes
 - Fuel – 25 fuel pumps
 - Portable Shopper – 25 units
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Software requirements

Operating system

4690 OS must be one of the following:

- Version 6 Release 2 PTF 0AG0
 - Version 6
 - Version 5 Release 2
 - SI GUI PTF 0820 or higher
 - Virtual sessions or Remote GUI PTF 0830 or higher
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Store Integrator running with 4690 OS does not support separating controllers on different networks 4690 OS V6R2 CSD 0AG0 or higher is required when running virtual sessions on 4690 Enhanced mode controllers

POS Applications

For IBM SurePOS ACE application:

- Version 7
 - Version 6 Release 2 level 072 or later
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For IBM General Sales Application:

- IBM General Sales Application, Version P001 or later
 - IBM General Sales Application 4610 Printer Support Feature, Version P001 or later (AEF does not support Model 3 or Model 4 printers)
 - IBM General Sales Application requirements for optional features:
 - Price management feature Version L001 or later
 - Electronic Journal V2, Version M001 or later
 - The IBM General Sales Application terminal sales application (with the proper hooks in place) must be re-linked
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For IBM Supermarket Application:

- IBM Supermarket Application, Version P001 or later
- IBM Supermarket Application 4610 Printer Support Feature, Version P001 or later (AEF does not support Model 3 or Model 4 printers)
- IBM Supermarket Application requirements for optional features:
 - Enhanced electronic funds transfer (EFT) feature, Version P001 or later
 - Electronic Marketing, Version P001 or later
 - IBM Supermarket Application ValuePack 2001, Version N001 or later
 - IBM Electronic Journal 4690, Version M001 or later
 - IBM 4680-90 Supermarket Application Enhancement Feature, Version K001 or later

Using the Point of Sales Business Component with the IBM Supermarket Application requires the following software:

- IBM Supermarket Application, Version R001 with required EFix 4363 or later
- IBM Supermarket Application 4610 Printer Support Feature, Version P001 with EFix 4363 or later
- Requirements for optional features:
 - Electronic Marketing, Version P001 with EFix 4361 or later
 - IBM Supermarket Application ValuePack 2001, Version N001 or later
 - IBM Electronic Journal 4690, Version M001 or later
 - IBM 4680-90 Supermarket Application Enhancement Feature, Version Q001 or later

The IBM Supermarket Application terminal sales application (with the proper hooks in place) must be re-linked. IBM does not recommend that you maintain your own application source. Instead, maintain your code at the specified CSD and interim fix levels.

Java 2 Platform

IBM 4690 OS includes the Java 2 software required for the configuration and execution of Store Integrator. To install the Java 2 software, you must enable the Virtual File System.

ICEbrowser

ICESoft ICE browser Version 6.1.2 (This is IBM Product ID 5799-RWQ.)

Client machines using virtual sessions require the following:

- Microsoft® Windows® XP Service Pack 3 (SP3), or Microsoft Windows Embedded Point of Service (WEPOS), Microsoft Windows Embedded POSReady 2009
- IBM Java V1.6 Java virtual machine (JVM)
- IBM Java Communications API (COMM)
- IBM JavaPOS 1.13

IBM Remote Management Agent requirements:

To use IBM Store Integrator with Remote Management Agent, you must also use IBM Remote Master Agent, Version 2R6 CSD. For the latest information on specific software levels required (including specific CSD or EFix levels), please see the IBM Store Integrator User's Guide.

GS1 DataBar requirements for virtual sessions

- Store Integrator Version 3 level 1116 or later
- ACE Version 7
- IBM JavaPOS 1.13
- Microsoft Windows XP Service Pack 3 or Microsoft Windows Embedded Point of Service (WEPOS), Microsoft Windows Embedded POSReady 2009

¹ *IBM Store Integrator allows you to run your POS “virtually” through other devices, such as a kiosk, enabling these devices to act as a POS.*

² *GHz only measures microprocessor internal clock speed; many factors affect application performance.*

³ *MB equals one million bytes when referring to storage capacity; accessibility may be less.*

For more information

To learn more about IBM Store Integrator, IBM Retail Industry Framework and other IBM solutions and services, contact your local IBM sales representative or IBM Business Partner, call us at 1-800-IBM-CALL (1-800-426-2255) or 1-770-863-1000 outside the United States or Canada, or visit: ibm.com/products/retail



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